

ABSTRACT

Captioned telephone are devices intended to provide text captions to persons needing assistance with telephone communications. Captioned telephones provide text by using the services of a relay interposed between the assisted user and the hearing user, the relay providing the captioning for the assisted user. In normal operation, when the assisted user dials a number, the captioned telephone dials the relay which in turn dials the other party to the call. Here a method for operating a captioned telephone is disclosed where the captioned telephone monitors the number being called by the assisted user and, if the user is dialing emergency services (9-1-1 in the U.S.), the call to the relay is terminated and a direct connection to emergency services is initiated. This method is intended to provide the quickest and most error-free connection of the user to emergency services.

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